

JUL 2 9 2004

# PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

### Federal Communications Commission Office of Secretary

SERVICE	ORDERS	MA	interval
Business Line	313,349	0.65%	2.1
PBX	13,517	0.80%	7.6
CENTREX	62,703	0.58%	3.9
WATS	1,735	2.77%	2.5
Mobile	Nothing to Report	2.7770	2.0
Feature Group A	44	0.00%	6.4
Foreign Exchange	Nothing to Report	0.0070	0.4
Feature Group B	55	0.00%	22.2
Feature Group D	2,255	0.00%	18.6
DID	Nothing to Report	0.0070	10.0
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	35	0.00%	6.3
Protection Relaying	1	0.00%	5.0
Control Circuit	6	0.00%	10.5
	•	0.0076	10.5
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report	0.00%	7.0
Voice Non-Switched Line	4		7.0
Voice Switched Line	348	0.00%	9.8
Voice Switched Trunk	42	0.00%	10.3
Voice and Tone - Radio Land Line	31	0.00%	8.0
Data Low Speed	37	0.00%	14.6
Basic Data and Voice	385	0.00%	8.0
Voice and Data - PSN Access Tie Trunk	67	0.00%	11.9
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report	0.000/	24.2
Data Extension - Voice Grade Data	14	0.00%	24.3
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	2	0.00%	27.0
Program Audio 100-5000 HZ	24	0.00%	17.3
Program Audio 50-8000 HZ	33	0.00%	11.4
Program Audio 50-15000 HZ	61	0.00%	18.1
TV Channel - One Way 15kHZ Audio	326	0.00%	18.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	6	0.00%	16.5
Digital Data-4.8kb/s	9	0.00%	10.2
Digital Data-9.6kb/s	153	0.00%	7.8
Digital Data-56kb/s	3,182	0.00%	10.0
1,544 MBPS BSA	36,750	0.05%	11.3
Dedicated Digital 3.152 MBPS	7	0.00%	10. <del>9</del>
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,485	0.00%	18.2
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	3,517	0.17%	12.1
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

# PACIFIC BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

Business Line 91 0.00%  PBX Nothing to Report  CENTREX 158 0.63%  WATS Nothing to Report  Mobile Nothing to Report  Feature Group A Nothing to Report  Foreign Exchange Nothing to Report	5.3 4.9
CENTREX 158 0.63% WATS Nothing to Report Mobile Nothing to Report Feature Group A Nothing to Report	4.9
WATS Nothing to Report  Mobile Nothing to Report  Feature Group A Nothing to Report	4.9
Mobile Nothing to Report Feature Group A Nothing to Report	
Mobile Nothing to Report Feature Group A Nothing to Report	
Feature Group A Nothing to Report	
· · · · · · · · · · · · · · · · · · ·	
Feature Group B Nothing to Report	
Feature Group D Nothing to Report	
DID Nothing to Report	
Packet DD Access Line Nothing to Report	
Packet Synchronous Access Line Nothing to Report	
Packet Asynchronous Access Line Nothing to Report	
Protection Alarm Nothing to Report	
Protection Relaying Nothing to Report	
Control Circuit Nothing to Report	
Telegraph Grade 75 Baud Nothing to Report	
Telegraph Grade 150 Baud Nothing to Report	
Voice Non-Switched Line Nothing to Report	
Voice Switched Line Nothing to Report	
Voice Switched Trunk Nothing to Report	
Voice and Tone - Radio Land Line Nothing to Report	
Data Low Speed Nothing to Report	
Basic Data and Voice Nothing to Report	
Voice and Data - PSN Access Tie Trunk  Nothing to Report	
Voice and Data - SSN Access Nothing to Report	
Voice and Data - SSN - Intermachine Trunk  Nothing to Report	
Data Extension - Voice Grade Data Nothing to Report	
Protection Relay Voice Grade Nothing to Report	
Telephoto and Facsimile Nothing to Report	
Program Audio 200-3500 HZ Nothing to Report	
Program Audio 100-5000 HZ Nothing to Report	
Program Audio 50-8000 HZ Nothing to Report	
Program Audio 50-15000 HZ Nothing to Report	
TV Channel - One Way 15kHZ Audio Nothing to Report	
TV Channel - One Way 5kHZ Audio Nothing to Report	
Digital Voice Circuit Nothing to Report	
Digital Data-2.4kb/s Nothing to Report	
Digital Data-4.8kb/s Nothing to Report	
Digital Data-9.6kb/s Nothing to Report	
Digital Data-56kb/s Nothing to Report	
1.544 MBPS BSA Nothing to Report	
Dedicated Digital 3.152 MBPS Nothing to Report	
Dedicated Digital 6.312 MBPS Nothing to Report	
Dedicated Digital 44.736 MBPS Nothing to Report	
Dedicated Digital 456 MBPS or Higher Nothing to Report	
Dedicated Alert Transport Nothing to Report	
Derived Services Nothing to Report	
Dedicated Network Access Link Nothing to Report	

Notes: MA: Missed appointments due to Company reasons

### PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	83,873	8,807	10.50%	15.59
PBX	4,263	1,475	34.60%	10.18
CENTREX	19,282	2,266	11.75%	12.39
WATS	50	9	18.00%	12.40
Mobile	Nothing to report			.20
Feature Group A	51	23	45.10%	29.33
Foreign Exchange	963	534	55.45%	9.34
Coin	1,685			19.35
Feature Group B	6	1	16.67%	6.44
Feature Group D	320	35	10.94%	10.18
DID	1,850	964	52.11%	5.31
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			•
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	543	336	61.88%	5.35
Protection Relaying	15	12	80.00%	20.48
Control Circuit	37	23	62.16%	5.01
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	199	93	46.73%	5.43
Voice Switched Trunk	19	12	63.16%	5.15
Voice and Tone - Radio Land Line	131	99	75.57%	7.56
Data Low Speed	27	11	40.74%	4.22
Basic Data and Voice	337	130	38.58%	3.57
Voice and Data - PSN Access Tie Trunk	58	26	44.83%	3.37
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	9	8	88.89%	3.36
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report		•	
Program Audio 200-3500 HZ	Nothing to report	•	75.00%	0.44
Program Audio 100-5000 HZ	12	9	75.00%	6.11
Program Audio 50-8000 HZ	26 35	16	61.54%	6.11
Program Audio 50-15000 HZ	35 72	21 21	60.00%	6.20
TV Channel - One Way 15kHZ Audio		21	29.17%	1.57
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit Digital Data-2.4kb/s	Nothing to report	0	0.00%	0.17
Digital Data-4.8kb/s	Nothing to report	U	0.0076	0.17
Digital Data-9.6kb/s	20	7	35.00%	4.30
Digital Data-56kb/s	3,213	1,029	32.03%	2.59
1.544 MBPS BSA	34,763	15,443	44.42%	3.27
Dedicated Digital 3.152 MBPS	2	10,440	50.00%	2.59
Dedicated Digital 6.312 MBPS	Nothing to report	•	00.007.5	
Dedicated Digital 44.736 MBPS	1,245	540	43.37%	2.16
Dedicated Digital 456 MBPS or Higher	Nothing to report	0.10	. 5.5. 75	2.10
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			
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Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### PACIFIC BELL ENHANCED SERVICES PROVIDER

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	5	5	100.00%	5.12
PBX	Nothing to report			
CENTREX	25	25	100.00%	26.51
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	106			8.19
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	11	11	100.00%	9.18
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	1	1	100.00%	2.39
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	41	41	100.00%	1.15
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	4	4	100.00%	0.13
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			
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Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

# PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	313,349	0.65%	2.1
PBX	13,517	0.80%	7.6
CENTREX	62,703	0.58%	3.9
WATS	1,735	2.77%	2.5
Mobile	Nothing to Report		
Feature Group A	44	0.00%	6.4
Foreign Exchange	Nothing to Report		
Feature Group B	55	0.00%	22.2
Feature Group D	2,255	0.00%	18.6
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	•	
Protection Alarm	35	0.00%	6.3
Protection Relaying	1	0.00%	5.0
Control Circuit	6	0.00%	10.5
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	4	0.00%	7.0
Voice Switched Line	348	0.00%	9.8
Voice Switched Trunk	42	0.00%	10.3
Voice and Tone - Radio Land Line	31	0.00%	8.0
Data Low Speed	37	0.00%	14.6
Basic Data and Voice	385	0.00%	8.0
Voice and Data - PSN Access Tie Trunk	67	0.00%	11.9
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	14	0.00%	24.3
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	2	0.00%	27.0
Program Audio 100-5000 HZ	24	0.00%	17.3
Program Audio 50-8000 HZ	33	0.00%	11.4
Program Audio 50-15000 HZ	61	0.00%	18.1
TV Channel - One Way 15kHZ Audio	326	0.00%	18.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	6	0.00%	16.5
Digital Data-4.8kb/s	9	0.00%	10.2
Digital Data-9.6kb/s	153	0.00%	7.8
Digital Data-56kb/s	3,182	0.00%	10.0
1.544 MBPS BSA	36,750	0.05%	11.3
Dedicated Digital 3.152 MBPS	7	0.00%	10.9
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	1,485	0.00%	18.2
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	3,517	0.17%	12.1
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

#### PACIFIC BELL ENHANCED SERVICES

#### FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity

Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	91	0.00%	5.3
PBX	Nothing to Report		
CENTREX	158	0.63%	4.9
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	• *	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		•
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

# PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	83,873	8,807	10.50%	15.59
PBX	4,263	1,475	34.60%	10.18
CENTREX	19,282	2,266	11.75%	12.39
WATS	50	9	18.00%	12.40
Mobile	Nothing to report			
Feature Group A	51	23	45.10%	29.33
Foreign Exchange	963	534	55.45%	9.34
Coin	1,685			19.35
Feature Group B	6	1	16.67%	6.44
Feature Group D	320	35	10.94%	10.18
DID	1,850	964	52.11%	5.31
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	543	336	61.88%	5.35
Protection Relaying	15	12	80.00%	20.48
Control Circuit	37	23	62.16%	5.01
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	199	93	46.73%	5.43
Voice Switched Trunk	19	12	63.16%	5.15
Voice and Tone - Radio Land Line	131	99	75.57%	7.56
Data Low Speed	27	11	40.74%	4.22
Basic Data and Voice	337	130	38.58%	3.57
Voice and Data - PSN Access Tie Trunk	58	26	44.83%	3.37
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	9	8	88.89%	3.36
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report		•	
Program Audio 200-3500 HZ	Nothing to report	_		
Program Audio 100-5000 HZ	12	9	75.00%	6.11
Program Audio 50-8000 HZ	26	16	61.54%	6.11
Program Audio 50-15000 HZ	35	21	60.00%	6.20
TV Channel - One Way 15kHZ Audio	72	21	29.17%	1.57
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	1	0	0.00%	0.17
Digital Data-4.8kb/s	Nothing to report	_	0= 000/	
Digital Data-9.6kb/s	20	7	35.00%	4.30
Digital Data-56kb/s	3,213	1,029	32.03%	2.59
1.544 MBPS BSA	34,763	15,443	44.42%	3.27
Dedicated Digital 3.152 MBPS	2	1	50.00%	2.59
Dedicated Digital 6.312 MBPS	Nothing to report		4	
Dedicated Digital 44.736 MBPS	1,245	540	43.37%	2.16
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

# PACIFIC BELL ENHANCED SERVICES PROVIDER FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	5 Nathina to social	5	100.00%	5.12
PBX	Nothing to report	25	400.000/	00.54
CENTREX	25	25	100.00%	26.51
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			0.40
Coin	106			8.19
Feature Group B	Nothing to report			
Feature Group D	Nothing to report	4.4	400.000/	0.40
DID	11	11	100.00%	9.18
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report		•	
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	1	1	100.00%	2.39
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
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Data Extension - Voice Grade Data	Nothing to report			
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Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
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Program Audio 50-15000 HZ	Nothing to report			
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TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	41	41	100.00%	1.15
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	4	4	100.00%	0.13
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

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WATS	1,735	2.77%	2.5
Mobile	Nothing to Report		
Feature Group A	44	0.00%	6.4
Foreign Exchange	Nothing to Report		
Feature Group B	55	0.00%	22.2
Feature Group D	2,255	0.00%	18.6
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	•	
Protection Alarm	35	0.00%	6.3
Protection Relaying	1	0.00%	5.0
Control Circuit	6	0.00%	10.5
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	4	0.00%	7.0
Voice Switched Line	348	0.00%	9.8
Voice Switched Trunk	42	0.00%	10.3
Voice and Tone - Radio Land Line	31	0.00%	8.0
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Basic Data and Voice	385	0.00%	8.0
Voice and Data - PSN Access Tie Trunk	67	0.00%	11.9
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	14	0.00%	24.3
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	2	0.00%	27.0
Program Audio 100-5000 HZ	24	0.00%	17.3
Program Audio 50-8000 HZ	33	0.00%	11.4
Program Audio 50-15000 HZ	61	0.00%	18.1
TV Channel - One Way 15kHZ Audio	326	0.00%	18.2
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report	0.000/	40.5
Digital Data-2.4kb/s	6	0.00%	16.5
Digital Data-4.8kb/s	9	0.00%	10.2
Digital Data-9.6kb/s	153	0.00%	7.8
Digital Data-56kb/s	3,182	0.00%	10.0
1.544 MBPS BSA	36,750	0.05%	11.3
Dedicated Digital 3.152 MBPS	7	0.00%	10.9
Dedicated Digital 6.312 MBPS	Nothing to Report	0.000/	40.0
Dedicated Digital 44.736 MBPS	1,485	0.00%	18.2
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report	0.470/	40.4
Derived Services	3,517	0.17%	12.1
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

#### PACIFIC BELL ENHANCED SERVICES

### FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity

Report Period: January - March 2004

SERVICE	ORDERS	MA	interval
Business Line	91	0.00%	5.3
PBX	Nothing to Report		
CENTREX	158	0.63%	4.9
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	• '	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons Intervals: Taken Date to Due Date intervals in business days

#### PACIFIC BELL ALL CUSTOMER (Less Pacific Bell Enhanced Services)

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	83,873	8,807	10.50%	15.59
PBX	4,263	1,475	34.60%	10.18
CENTREX	19,282	2,266	11.75%	12.39
WATS	50	9	18.00%	12.40
Mobile	Nothing to report			
Feature Group A	51	23	45.10%	29.33
Foreign Exchange	963	534	55.45%	9.34
Coin	1,685			19.35
Feature Group B	6	1	16.67%	6.44
Feature Group D	320	35	10.94%	10.18
DID	1,850	964	52.11%	5.31
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	543	336	61.88%	5.35
Protection Relaying	15	12	80.00%	20.48
Control Circuit	37	23	62.16%	5.01
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	199	93	46.73%	5.43
Voice Switched Trunk	19	12	63.16%	5.15
Voice and Tone - Radio Land Line	131	99	75.57%	7.56
Data Low Speed	27	11	40.74%	4.22
Basic Data and Voice	337	130	38.58%	3.57
Voice and Data - PSN Access Tie Trunk	58	26	44.83%	3.37
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	9	8	88.89%	3.36
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	12	9	75.00%	6.11
Program Audio 50-8000 HZ	26	16	61.54%	6.11
Program Audio 50-15000 HZ	35	21	60.00%	6.20
TV Channel - One Way 15kHZ Audio	72	21	29.17%	1.57
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	1	0	0.00%	0.17
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	20	7	35.00%	4.30
Digital Data-56kb/s	3,213	1,029	32.03%	2.59
1.544 MBPS BSA	34,763	15,443	44.42%	3.27
Dedicated Digital 3.152 MBPS	2	• 1	50.00%	2.59
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	1,245	540	43.37%	2.16
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### PACIFIC BELL ENHANCED SERVICES PROVIDER

### FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	5	5	100.00%	5.12
PBX	Nothing to report			
CENTREX	25	25	100.00%	26.51
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	106			8.19
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	11	11	100.00%	9.18
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	1	1	100.00%	2.39
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	41	41	100.00%	1.15
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	4	4	100.00%	0.13
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service



## JUL 2 9 2004

# NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

### Federal Communications Commission Office of Secretary

			011100
SERVICE	ORDERS	MA	Interval
Business Line	669	0.45%	2.7
PBX	14	0.00%	6.1
CENTREX	253	0.00%	4.0
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	71	0.00%	7.7
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons Intervals: Taken Date to Due Date intervals in business days

# NEVADA BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	1	0.00%	0.0
PBX	Nothing to Report	0.0070	0.0
CENTREX	3	0.00%	2.7
WATS	Nothing to Report	0.0070	,
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report		
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report	-	
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

## NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%МА	Avg-RC
Business Line	796	26	3.27%	9.06
PBX	15	0	0.00%	6.27
CENTREX	604	20	3.31%	8.12
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	47			11.33
Feature Group B	Nothing to report			
Feature Group D	2	1	50.00%	11.43
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			
	:			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### **NEVADA BELL ENHANCED SERVICES PROVIDER**

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Danasta	88.4	0/ 54 4	A 50
Business Line	Reports Nothing to report	MA	%MA	Avg-RC
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	•			
Coin	Nothing to report			4.40
Feature Group B	Nothing to report			1.10
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report  Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

 $\% \text{MA}: \ \text{Missed appointments}$  as a percentage of total number of reports received for the service

## NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity

Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	669	0.45%	2.7
PBX	14	0.00%	6.1
CENTREX	253	0.00%	4.0
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	•	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report	0.000/	7.7
1.544 MBPS BSA	71	0.00%	7.7
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

# NEVADA BELL ENHANCED SERVICES FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

SERVICE	ORDER\$	MA	Interval
Business Line	1	0.00%	0.0
PBX	Nothing to Report		
CENTREX	3	0.00%	2.7
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	.*	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		a <sup>r</sup>
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		•
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	Nothing to Report		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

## NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Aum DO
Business Line	796	26	3.27%	Avg-RC 9.06
PBX	15	0	0.00%	6.27
CENTREX	604	20	3.31%	
WATS	Nothing to report	20	3.31%	8.12
Mobile	Nothing to report			
	• •			
Feature Group A	Nothing to report			
Foreign Exchange Coin	Nothing to report 47			44.00
				11.33
Feature Group B Feature Group D	Nothing to report	4	50.00%	44.40
DID	2 Nothing to report	1	50.00%	11.43
	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report  Nothing to report			
Protection Relaying	• '			
Control Circuit	Nothing to report			-
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line Voice Switched Line	Nothing to report			
	Nothing to report			
Voice Switched Trunk  Voice and Tone - Radio Land Line	Nothing to report			
	Nothing to report			
Data Low Speed Basic Data and Voice	Nothing to report  Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

#### **NEVADA BELL ENHANCED SERVICES PROVIDER**

## FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	Nothing to report			
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	1			1.10
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			• *
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			
	- <b>G</b>			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service

# NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	669	0.45%	2.7
PBX	14	0.00%	6.1
CENTREX	<b>25</b> 3	0.00%	4.0
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	•	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit	Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
Digital Data-4.8kb/s	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	71	0.00%	7.7
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

#### **NEVADA BELL ENHANCED SERVICES**

### FCC CEI / ONA QUARTERLY REPORT Provisioning / Installation Activity

Report Period: January - March 2004

SERVICE	ORDERS	MA	Interval
Business Line	1	0.00%	0.0
PBX	Nothing to Report		
CENTREX	3	0.00%	2.7
WATS	Nothing to Report		
Mobile	Nothing to Report		
Feature Group A	Nothing to Report		
Foreign Exchange	Nothing to Report		
Feature Group B	Nothing to Report		
Feature Group D	Nothing to Report		
DID	Nothing to Report		.*
Packet DD Access Line	Nothing to Report		
Packet Synchronous Access Line	Nothing to Report		
Packet Asynchronous Access Line	Nothing to Report	.*	
Protection Alarm	Nothing to Report		
Protection Relaying	Nothing to Report		
Control Circuit	Nothing to Report		
Telegraph Grade 75 Baud	Nothing to Report		
Telegraph Grade 150 Baud	Nothing to Report		
Voice Non-Switched Line	Nothing to Report		
Voice Switched Line	Nothing to Report		
Voice Switched Trunk	Nothing to Report		
Voice and Tone - Radio Land Line	Nothing to Report		
Data Low Speed	Nothing to Report		
Basic Data and Voice	Nothing to Report		
Voice and Data - PSN Access Tie Trunk	Nothing to Report		
Voice and Data - SSN Access	Nothing to Report		
Voice and Data - SSN - Intermachine Trunk	Nothing to Report		
Data Extension - Voice Grade Data	Nothing to Report		
Protection Relay Voice Grade	Nothing to Report		
Telephoto and Facsimile	Nothing to Report		
Program Audio 200-3500 HZ	Nothing to Report		
Program Audio 100-5000 HZ	Nothing to Report		
Program Audio 50-8000 HZ	Nothing to Report		
Program Audio 50-15000 HZ	Nothing to Report		
TV Channel - One Way 15kHZ Audio	Nothing to Report		
TV Channel - One Way 5kHZ Audio	Nothing to Report		
Digital Voice Circuit Digital Data-2.4kb/s	Nothing to Report  Nothing to Report		
Digital Data-2.4kb/s	Nothing to Report		
	Nothing to Report		
Digital Data-9.6kb/s	Nothing to Report		
Digital Data-56kb/s	Nothing to Report		
1.544 MBPS BSA	• ,		
Dedicated Digital 3.152 MBPS	Nothing to Report		
Dedicated Digital 6.312 MBPS	Nothing to Report		
Dedicated Digital 44.736 MBPS	Nothing to Report		
Dedicated Digital 456 MBPS or Higher	Nothing to Report		
Dedicated Alert Transport	Nothing to Report		
Derived Services	Nothing to Report		
Dedicated Network Access Link	Nothing to Report		

Notes: MA: Missed appointments due to Company reasons

## NEVADA BELL ALL CUSTOMER (Less Nevada Bell Enhanced Services) FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair

Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	796	26	3.27%	9.06
PBX	15	0	0.00%	6.27
CENTREX	604	20	3.31%	8.12
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	47			11.33
Feature Group B	Nothing to report			
Feature Group D	2	1	50.00%	11.43
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report			
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport	Nothing to report			
Derived Services	Nothing to report			
Dedicated Network Access Link	Nothing to report			

Notes: MA: Missed appointments due to Company reasons

 $\mbox{\rm \%MA:}\,$  Missed appointments as a percentage of total number of reports received for the service

#### **NEVADA BELL ENHANCED SERVICES PROVIDER**

FCC CEI / ONA QUARTERLY REPORT Maintenance / Repair Report Period: January - March 2004 (Revised July 2004)

Service	Reports	MA	%MA	Avg-RC
Business Line	Nothing to report			_
PBX	Nothing to report			
CENTREX	Nothing to report			
WATS	Nothing to report			
Mobile	Nothing to report			
Feature Group A	Nothing to report			
Foreign Exchange	Nothing to report			
Coin	1			1.10
Feature Group B	Nothing to report			
Feature Group D	Nothing to report			
DID	Nothing to report			
Packet DD Access Line	Nothing to report			
Packet Synchronous Access Line	Nothing to report			
Packet Asynchronous Access Line	Nothing to report		. •	
Protection Alarm	Nothing to report			
Protection Relaying	Nothing to report			
Control Circuit	Nothing to report			
Telegraph Grade 75 Baud	Nothing to report			
Telegraph Grade 150 Baud	Nothing to report			
Voice Non-Switched Line	Nothing to report			
Voice Switched Line	Nothing to report			
Voice Switched Trunk	Nothing to report			
Voice and Tone - Radio Land Line	Nothing to report			
Data Low Speed	Nothing to report			
Basic Data and Voice	Nothing to report			
Voice and Data - PSN Access Tie Trunk	Nothing to report			
Voice and Data - SSN Access	Nothing to report			
Voice and Data - SSN - Intermachine Trunk	Nothing to report			
Data Extension - Voice Grade Data	Nothing to report			
Protection Relay Voice Grade	Nothing to report			
Telephoto and Facsimile	Nothing to report			
Program Audio 200-3500 HZ	Nothing to report			
Program Audio 100-5000 HZ	Nothing to report			
Program Audio 50-8000 HZ	Nothing to report			
Program Audio 50-15000 HZ	Nothing to report			
TV Channel - One Way 15kHZ Audio	Nothing to report			
TV Channel - One Way 5kHZ Audio	Nothing to report			
Digital Voice Circuit	Nothing to report			
Digital Data-2.4kb/s	Nothing to report			
Digital Data-4.8kb/s	Nothing to report			
Digital Data-9.6kb/s	Nothing to report			
Digital Data-56kb/s	Nothing to report			
1.544 MBPS BSA	Nothing to report			
Dedicated Digital 3.152 MBPS	Nothing to report  Nothing to report			
Dedicated Digital 6.312 MBPS	Nothing to report			
Dedicated Digital 44.736 MBPS	Nothing to report			
Dedicated Digital 456 MBPS or Higher	Nothing to report			
Dedicated Alert Transport Derived Services	Nothing to report			
Derived Services  Dedicated Network Access Link	Nothing to report			
Dedicated Network Access Filik	report			

Notes: MA: Missed appointments due to Company reasons

%MA: Missed appointments as a percentage of total number of reports received for the service